



General Assembly

January Session, 2009

Amendment

LCO No. 7088

HB0660807088HR0

Offered by:

REP. WILLIAMS, 68th Dist.

REP. HAMZY, 78th Dist.

To: Subst. House Bill No. 6608

File No. 519

Cal. No. 348

**"AN ACT CONCERNING CONSUMER PROTECTION IN
TELECOMMUNICATIONS COMPANIES."**

1 After line 70, insert the following:

2 "(d) When the Department of Public Utility Control establishes
3 standards for the maximum allowable average holding time before a
4 call is answered by a live representative or, for customers choosing to
5 use an automated system, the maximum allowable holding time before
6 the automated system takes the callers information, the department
7 shall establish standards that are currently achieved by state agencies."